

FIG. 1: FRAMEWORK FOR ACCESS INTELLIGENCE SYSTEMS

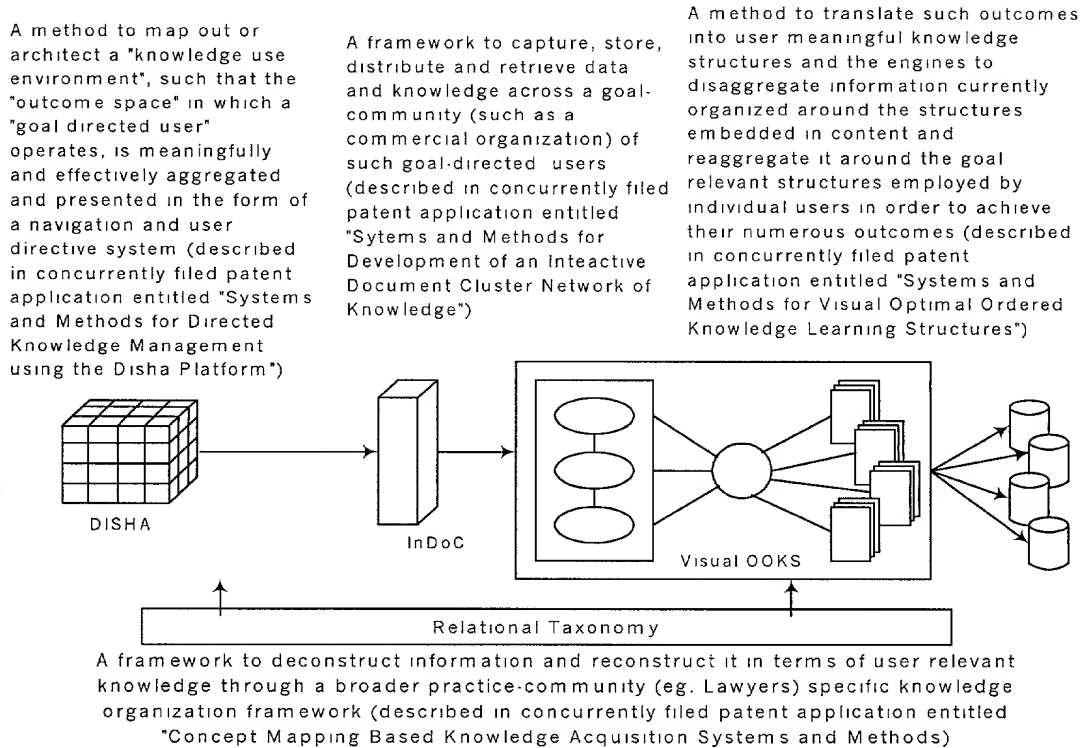


FIG. 2: BASIC COMPONENTS OF ACCESS INTELLIGENCE SYSTEMS

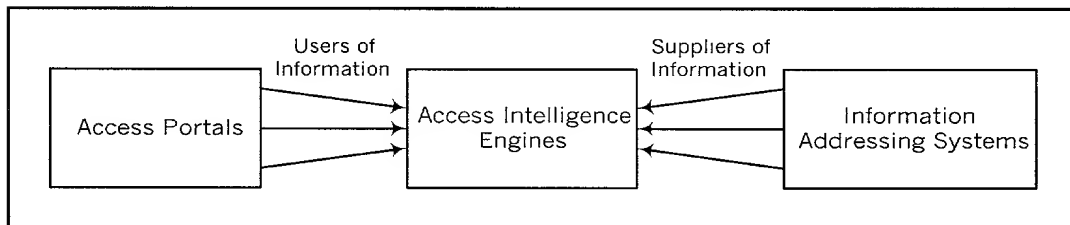


FIG. 3: FRAMEWORK FOR ACCESS PORTALS

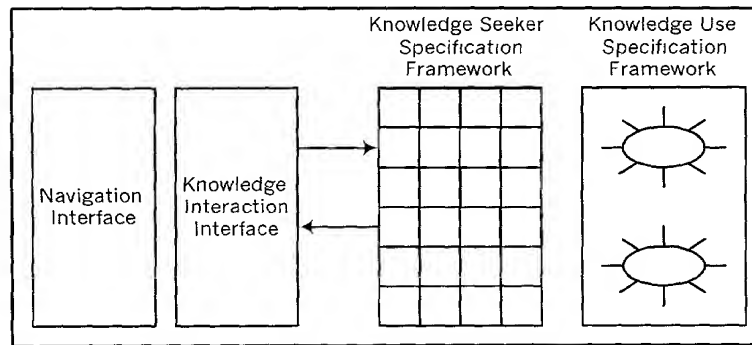


FIG. 4: METHOD UNDERLYING DEVELOPMENT OF ACCESS PORTAL DEVELOPMENT PLATFORM

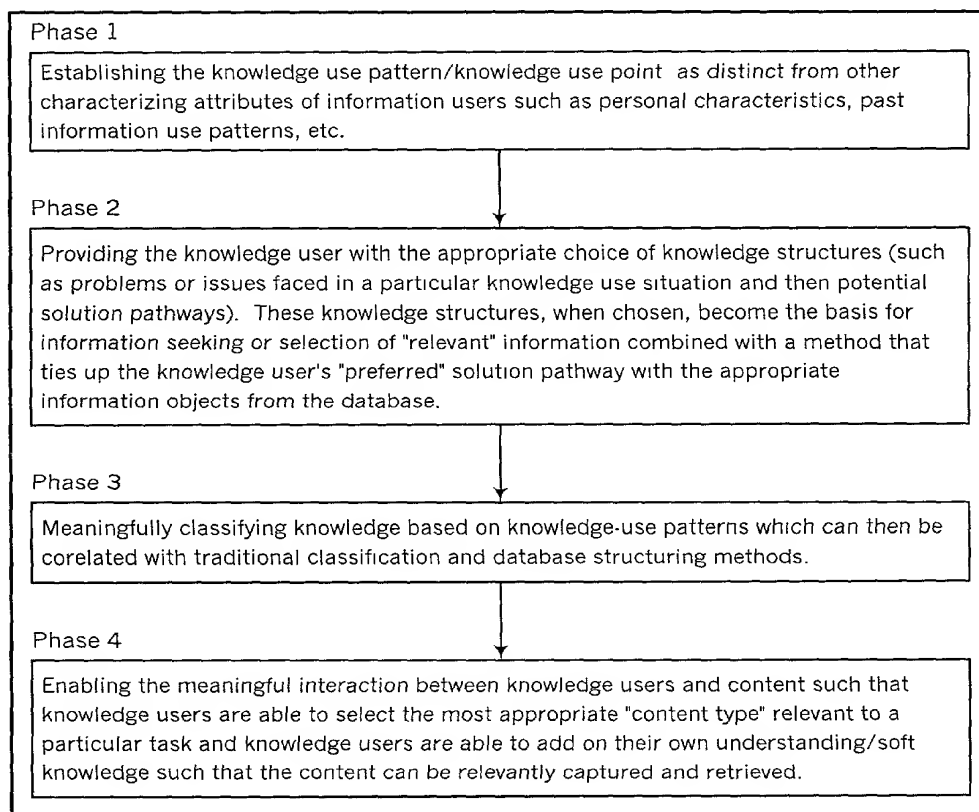


FIG. 5: THE INFORMATION ADDRESSING SYSTEM

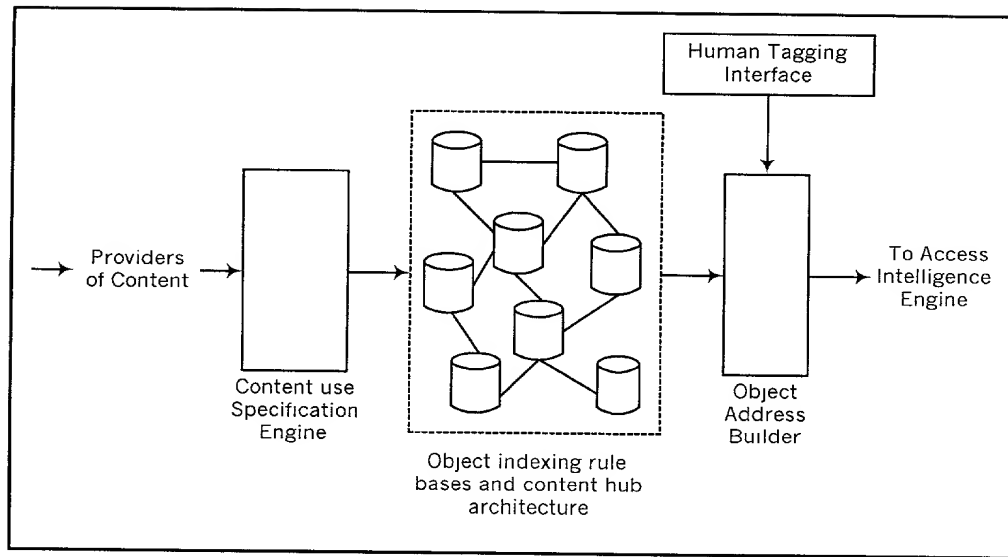


FIG. 6: THE KNOWLEDGE EXCHANGE

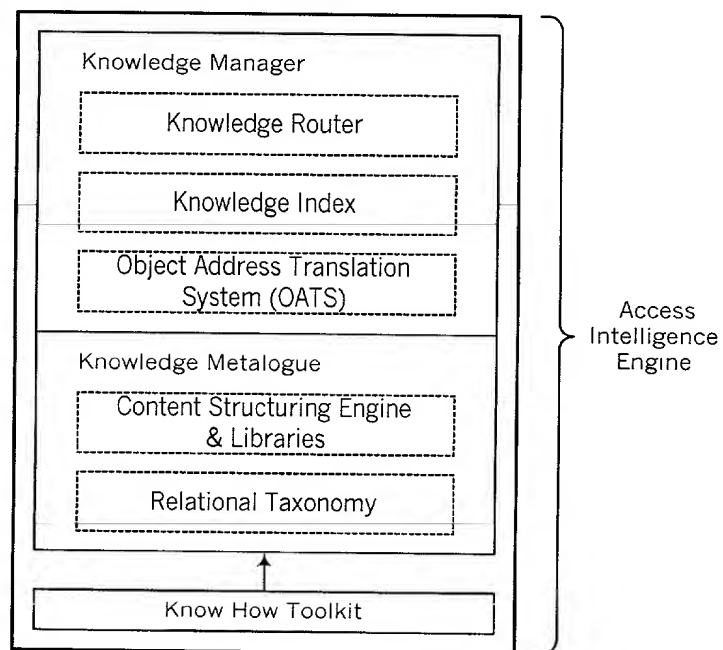


FIG. 7: MULTIPLE PRODUCERS AND MULTIPLE BUYERS OF KNOWLEDGE WORK UNITS

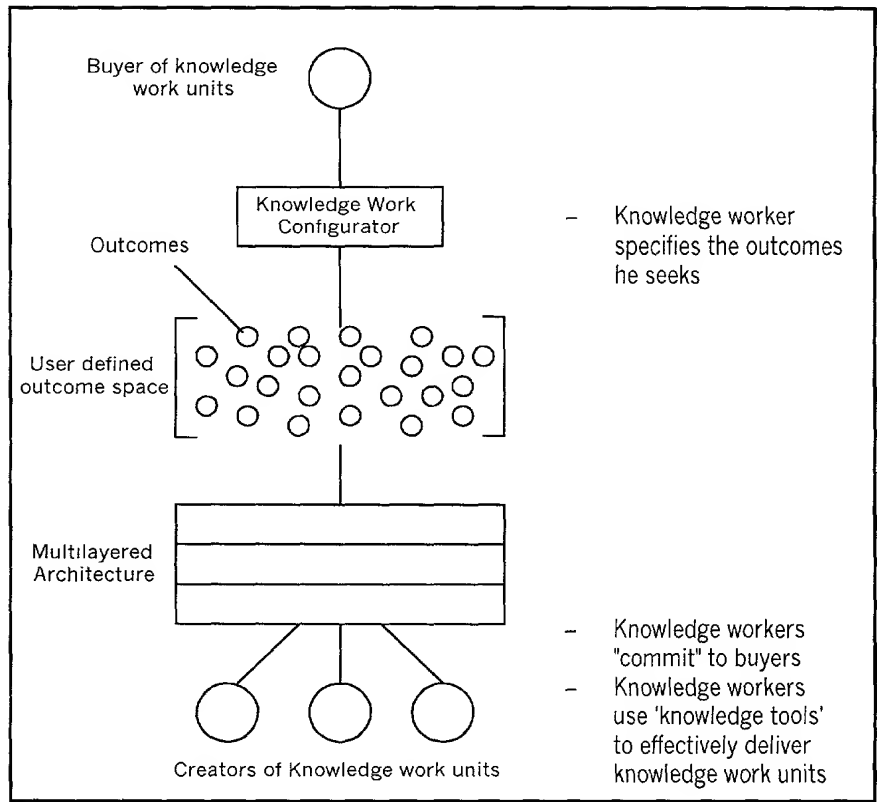


FIG. 8: MULTI-LAYERED MULTI-LEVEL ARCHITECTURE

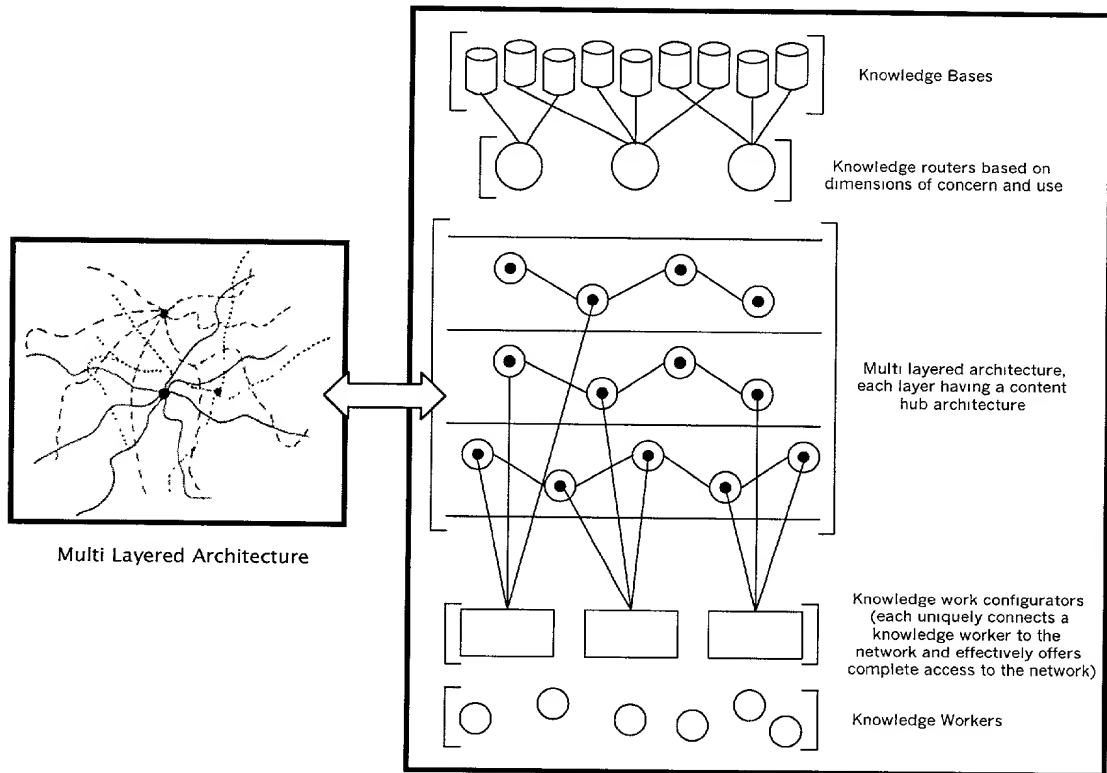


FIG. 9: ENTRY INTERFACE INTO THE PERSONAL PORTAL

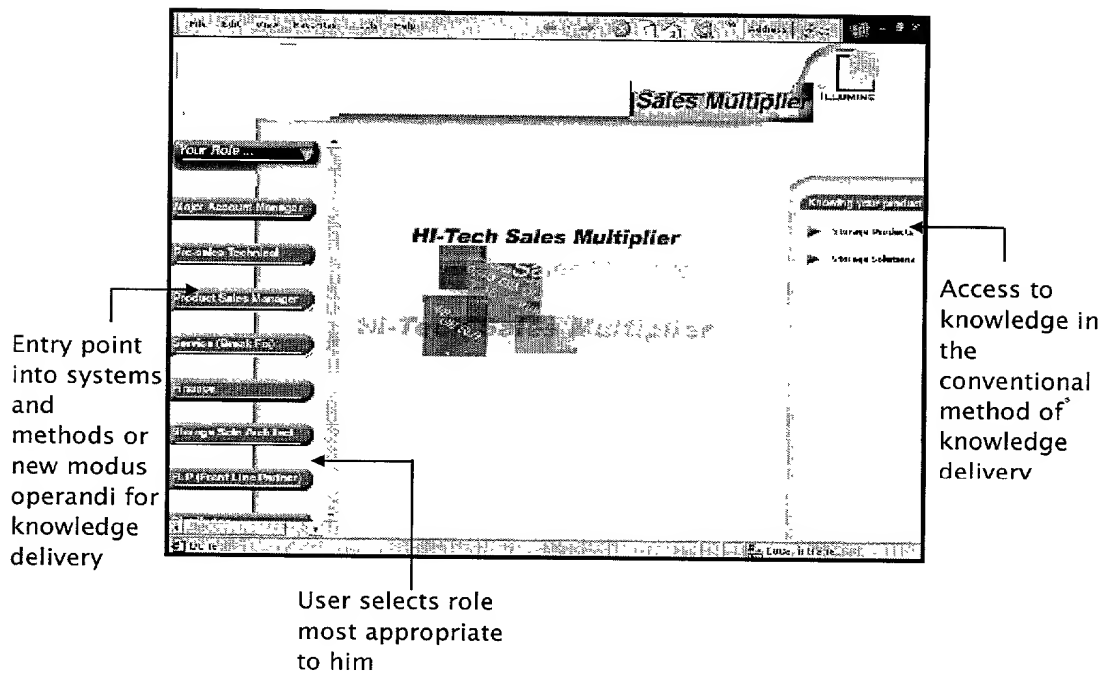


FIG. 10: DOCUMENT DISPLAY IN CONVENTIONAL METHOD

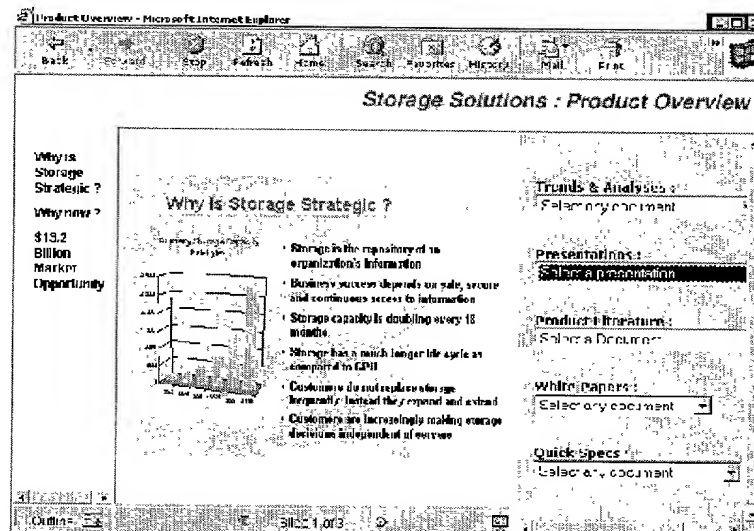
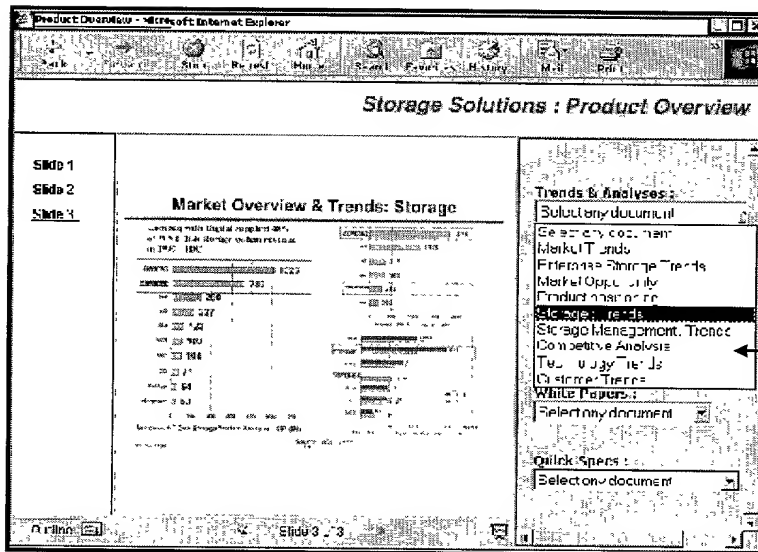
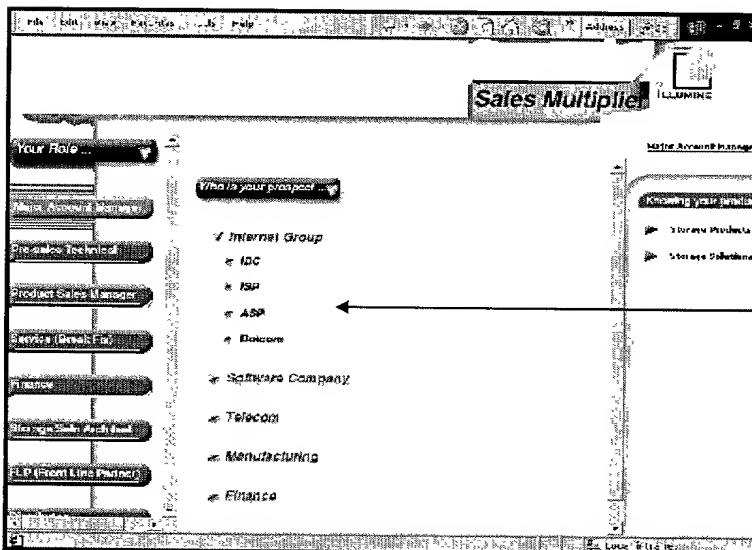


FIG. 11: DOCUMENT DISPLAY IN CONVENTIONAL METHOD



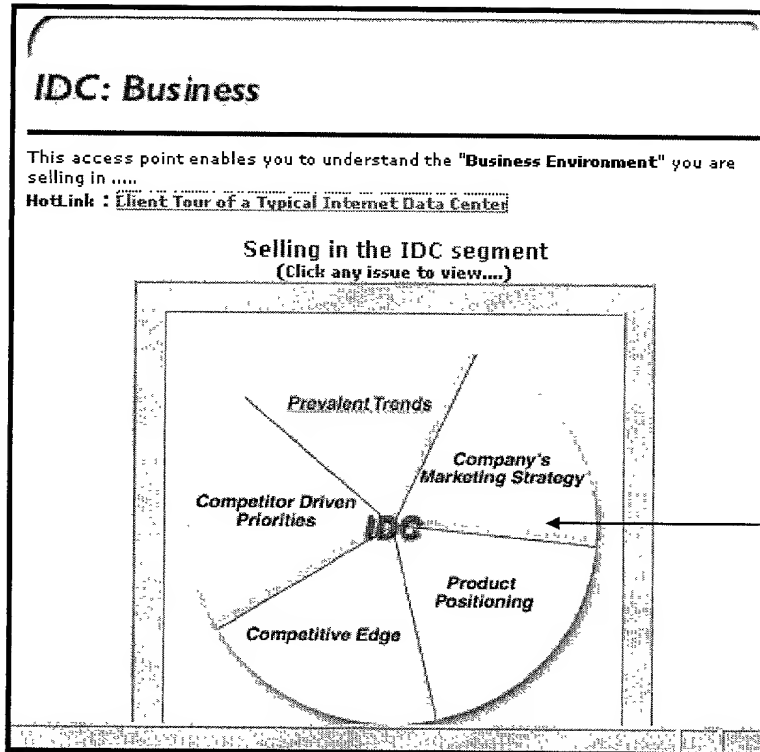
Conventional delivery formats based on document or information category

FIG. 12: CONTEXT SPECIFICATION INTERFACES



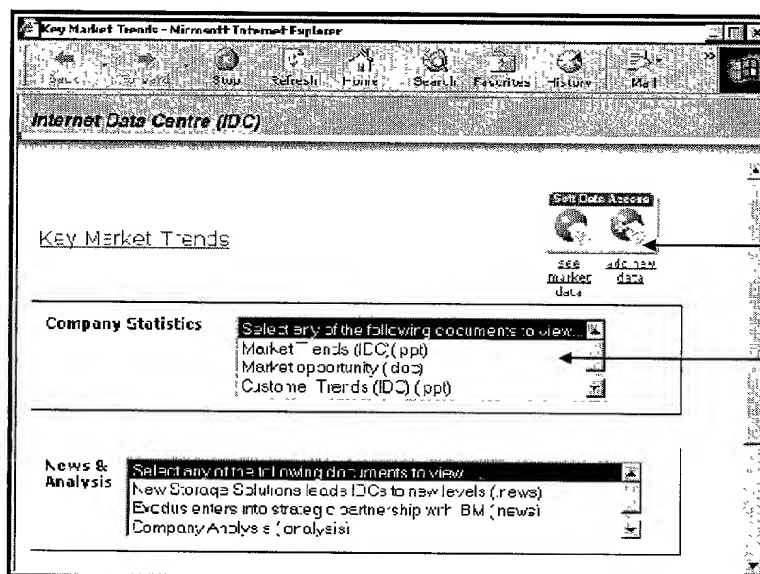
User focuses on specific sales context (choice of customer and sales activity)

FIG. 13: ACCESS MAP FRAMEWORK



Access framework mapping out the sales person's thought process or issues he faces when achieving his outcome – in this case, 'understanding the client business'

FIG. 14: CUSTOMIZED DOCUMENT CLUSTERS



Access to tacit knowledge sharing interfaces

All relevant documents that meet the user's specific need

FIG. 15: DOCUMENT DISPLAY

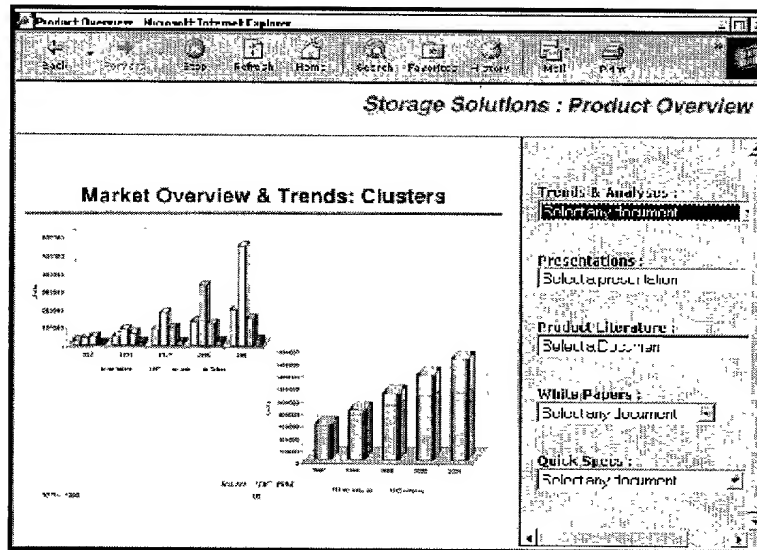
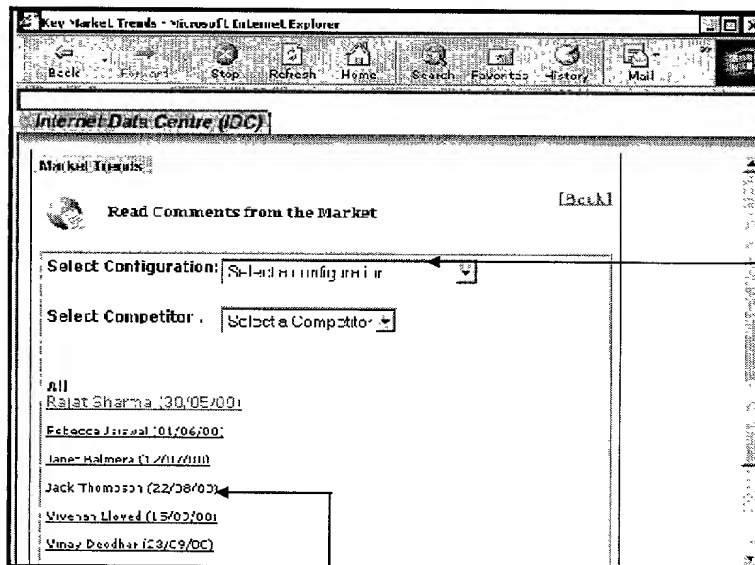


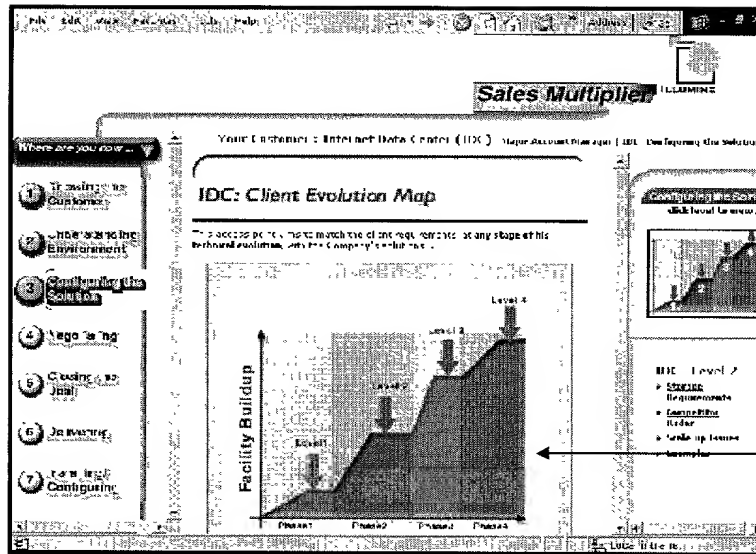
FIG. 16: TACIT KNOWLEDGE SHARING INTERFACES



Enable sharing across groups of users based on 'dimensions of concern'

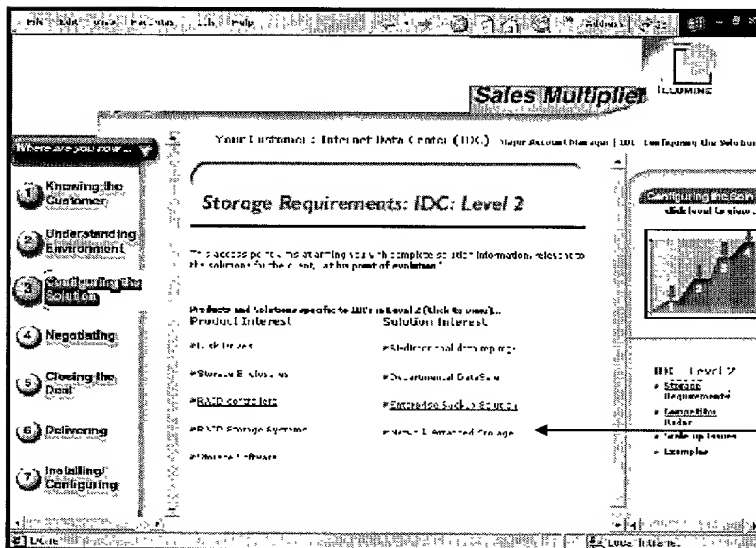
Tacit knowledge sharing interfaces

FIG. 17: ACCESS MAP FRAMEWORK



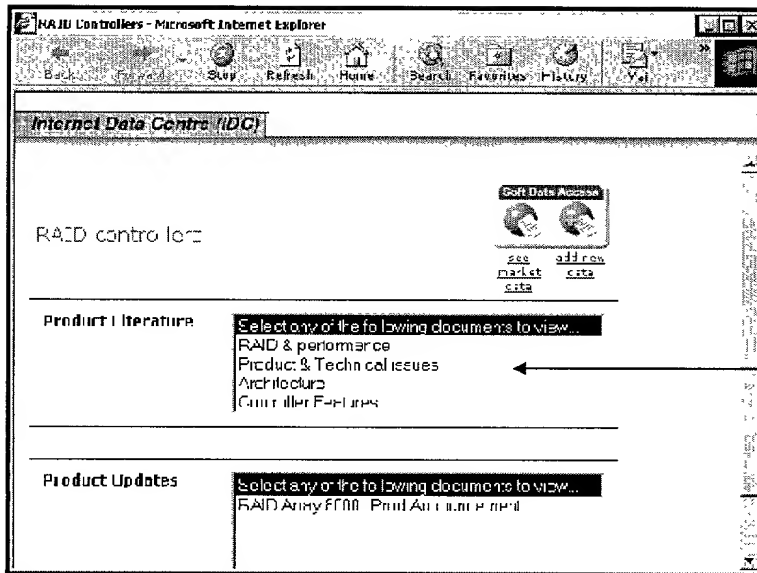
Knowledge access framework mapping out the sales person's thought process or issues he faces when achieving his outcome – in this case, 'forecasting the client needs in order to configure, the right solution'

FIG. 18: ACCESS MAP FRAMEWORK



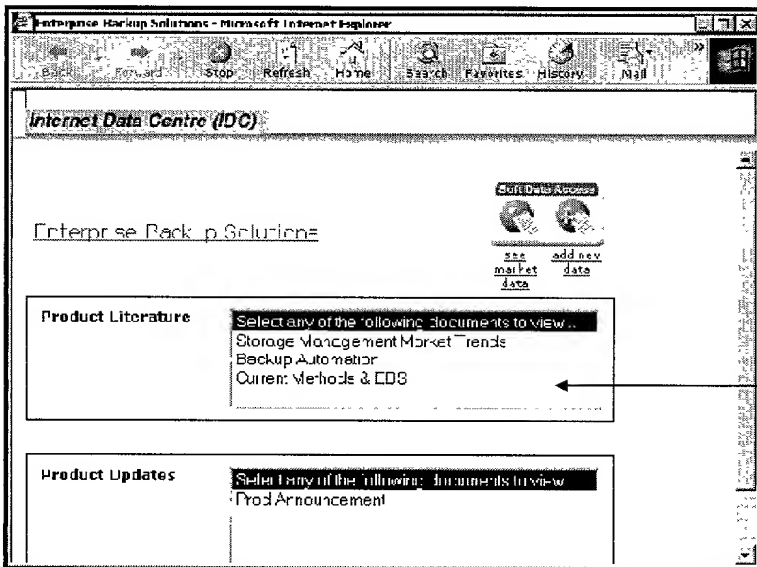
Knowledge access framework mapping out the sales person's thought process or issues he faces when achieving his outcome – in this case, 'understanding the products in order to configure the right solution'

FIG. 19: HARD AND SOFT DATA ACCESS



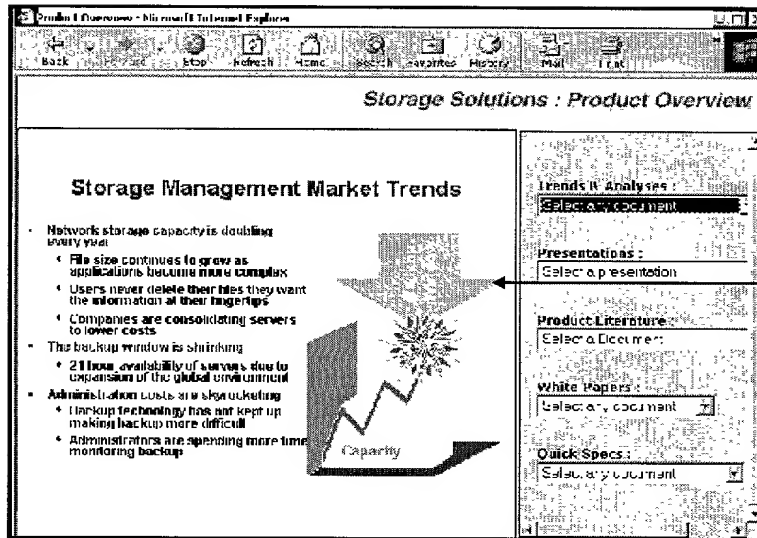
Relevant
document
clusters

FIG. 20: HARD AND SOFT DATA ACCESS



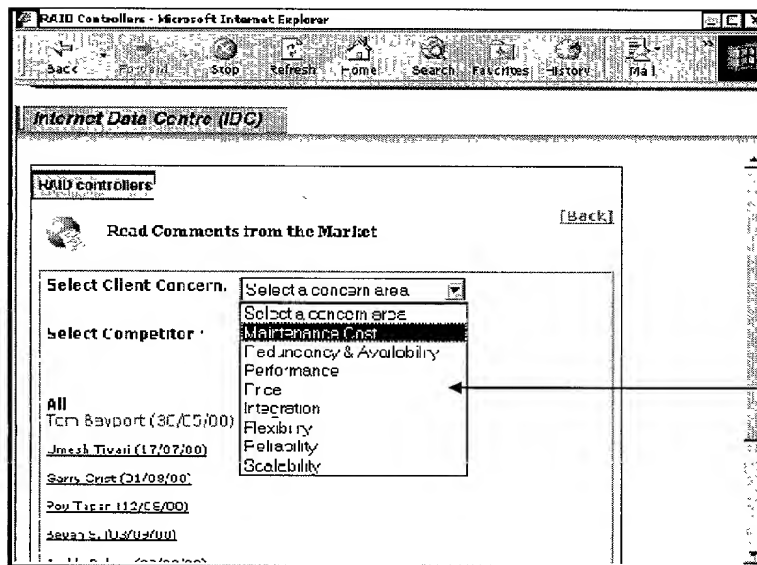
Relevant
document
clusters

FIG. 21: DOCUMENT DISPLAY (HARD KNOWLEDGE)



Document
Display

FIG. 22: TACIT KNOWLEDGE DISPLAY



Sharing across
multiple user
groups based
on
'dimensions of
concern'

FIG. 23: ACCESS MAP FRAMEWORK

